

## **Scope**

This policy and all implemented standards and procedures shall apply to all Senior Centers in the SARCOA region.

## **Purpose**

The purpose of the grievance policy is to provide a constructive way for participants to voice their concerns and to assure that the issue will be handled in the proper manner.

## **Policy**

All grievances/complaints will be handled confidentially and impartially. Grievances will be documented, investigated and resolved.

## **Procedure**

The following steps will be taken:

- The participant will notify the Senior Center Director of their complaint. A discussion will be held in an effort to find a resolution to the complaint as quickly and informally as possible. The meeting will be documented. If a resolution has not been agreed upon, then all parties will move to the next step. If the complaint involves paid Center staff, concerns should be directed to the individual's supervisor. The Center Director is employed by the local contractor in which center is located.
- If the complaint is not resolved, a request can be made to meet with the contractor in an attempt to find a resolution to the complaint. The meeting should be documented. If a resolution has not been agreed to, then move to the next step;
- If the complaint cannot be resolved, the grievance should be taken to SARCOA. At this point the SARCOA grievance policy will be followed and the issue taken through the proper channels.

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Sources: Agency generated

Related Policies or Standards: SARCOA Grievance Policy